

LIBRARY CIRCULATION ASSOCIATE

Revised: October, 2014; June 2009; January 2008; June 2004; April 1997

Department: Library

Section: Circulation Services

Reports to: Head of Circulation Services

Approved by:

(1) EMPLOYEE'S SIGNATURE _____

(2) DEPT. HEAD'S SIGNATURE _____

DESCRIPTION OF WORK

General Statement of Duties: Responsible for serving as a lead worker in carrying out circulation department operations, handling specific assigned tasks as well as general departmental functions, and working with the public at the library's Circulation Desk.

Supervision Received: Works under general supervision of the Head of Circulation Services and direct supervision of the Circulation Manager; relates to other staff as necessary in general library operations.

Supervision Exercised: Assists in supervision and training of circulation assistants, pages, and volunteers working in the department.

EXAMPLES OF WORK: An asterisk (*) denotes those functions important and essential in accomplishing the purpose of this job. Some of the reasons why a function could be considered essential are: 1. The position exists to perform the function. 2. There are a limited number of other employees available to perform the function, or among whom the function can be distributed. 3. A function is highly specialized and the person in the position is hired for special expertise or ability to perform it.

*Greet patrons and check out materials including reserves and interlibrary loans.

*Answers the telephones courteously, accurately answers questions, and refers calls to the appropriate person or department.

*Shelves materials (esp. New and AV) and participates in shelf maintenance, shelf reading, and organizing materials and preparing shelving assignments for Pages. In the absence of the Circulation Manager, supervises shelving and shelf reading assignments completed by Circulation Assistants and Pages.

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*Processes cash, checks, and credit card payments for fines and fees; makes change quickly; performs basic financial record keeping both on computer and paper; assists with daily reconciliation of Circulation and Reference cash drawers as needed.

*Checks in materials and handles reserves, interlibrary loans, damaged materials, and non-BPL items according to established procedures.

*Ensures that all circulation opening and closing procedures are completed.

*In the absence of the Circulation Manager: directs and aids Circulation Assistants in problem transactions and interpreting Library policies and procedures; supervises Circulation Assistants and Pages. Assists in training and provides guidance to new Circulation Assistants.

*Works with the Circulation module of the online system; directs and may train others on this module.

*Assists patrons in problems with Library equipment and with the online system.

*Generates and processes Circulation reports and notices as assigned, providing problem follow-up and telephoning patrons.

*Handles procedures related to new items, audio-visual materials and reserves.

Performs other duties of a comparable level/type as required.

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from high school or GED. Two years of library or customer service work experience. Basic computer skills.

Required Knowledge, Skills and Abilities:

Must be able to understand and relate library policy, particularly the “Confidentiality of Records,” to the public.

Must be able to work with the public on a one-to-one basis, and have proven “people skills” including positive and friendly attitude and willingness to assist.

Must be able to adapt to flexible scheduling.

Must be able to work under busy conditions which may cause stress.

Must be able to listen to patrons and accurately determine their request.

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Must have the ability to assist patrons in a friendly, confident and self-assured manner while relating well to staff members.

Must be willing to function as a team player.

Must be able to make change quickly and accurately.

Must adhere to the Library's Dress Code policy.

Must have proven training ability.

Must have the ability to troubleshoot circulation aspects of the online library system.

Must be able to push a fully loaded book cart, capable of carrying 25 pounds at one time, and shelving books to a height of 6 feet.

The physical activities of this position are:

Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs, and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.

Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

Kneeling: Bending legs at knee to come to a rest on knee or knees.

Crouching: Bending the body downward and forward by bending leg and spine.

Crawling: Moving about on hands and knees or hands and feet.

Reaching: Extending hand(s) and arm(s) in any direction.

Standing: Particularly for sustained periods of time.

Walking: Moving about on foot to accomplish tasks, particularly for long distances.

Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

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Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.

Grasping: Applying pressure to an object with the fingers and palm.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Hearing: Perceiving the nature of sound with no more than a 40 db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making the fine adjustments on machined parts.

Repetitive motions: Substantial movements (motions) of the wrists, hand and/or fingers.

The physical requirements of this position are:

Light Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

The visual acuity requirements including color, depth perception and field of vision for this position are:

MACHINE OPERATORS (including inspection), INSPECTION, CLOSE ASSEMBLY, CLERICAL, ADMINISTRATIVE: This is a minimum standard for use with those whose work deals largely with preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines (including inspection), using measurement devices, assembly or fabrication of parts at distances close to the eyes.

The conditions the worker will be subject to in this position are:

None: The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).